


| <div>  <div> <div>Weekly Report</div> </div> </div> | | | | | | | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------------|
| Index | | 3/13/2021 | 3/6/2021 | February | January | December | November | October | September | August | 2020 | 2021 | Aug 2020 - 2021 YTD |
| | | | | | | | | | | | | | |
| Index | # Indexes assigned (all metrics based on the workload assigned for the week) | 101 | 78 | 747 | 782 | 1736 | 2031 | 1596 | 2656 | 367 | 8386 | 1687 | 10073 |
| | # Indexes Complete | 74 | 60 | 609 | 626 | 1415 | 1642 | 1338 | 2041 | 306 | 6742 | 1353 | 8095 |
| | % Indexed Complete | 73.3% | 76.9% | 81.5% | 80.1% | 81.5% | 80.8% | 83.8% | 76.8% | 83.4% | 80.4% | 80.2% | 80.4% |
| | # Indexes unreachable (Max Attempts) | 26 | 16 | 136 | 153 | 314 | 381 | 238 | 596 | 26 | 1555 | 327 | 1882 |
| | % Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers) | 25.7% | 20.5% | 18.2% | 19.6% | 18.1% | 18.8% | 14.9% | 22.5% | 7.1% | 18.6% | 19.4% | 18.7% |
| | # Indexes Attempted calls (all completions + at least 1 attempt) | 100 | 76 | 747 | 782 | 1735 | 2030 | 1597 | 2649 | 332 | 8343 | 1685 | 10028 |
| | Average time from Index Received to Index Reached | 0:01:40.38 | 0:01:20.30 | 0:02:05.16 | 0:01:57.33 | 0:02:16.03 | 0:03:40.56 | 0:04:41.22 | 0:14:20.53 | 0:13:37.44 | 0:06:56.56 | 0:01:52.15 | 0:05:03.04 |
| | Average Index Handle Time | 0:00:10:52 | 0:00:10:52 | 0:00:09.16 | 0:00:09.16 | 0:00:09.22 | 0:00:10.58 | 0:00:16:20 | 0:00:14:04 | 0:00:11:41 | 0:00:12:30 | 0:00:09:22 | 0:00:11:20 |
| | % Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator) | 73.27% | 76.92% | 79.25% | 75.32% | 77.02% | 76.75% | 79.9% | 61.9% | 16.1% | 73.08% | 80.20% | 74.52% |
| | % Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt) | 99.0% | 97.4% | 97.2% | 93.1% | 94.5% | 95.0% | 98.2% | 96.6% | 23.2% | 96.6% | 99.9% | 97.4% |
| Contacts | # contacts generated | 188 | 163 | 1823 | 2003 | 4440 | 5275 | 4331 | 5822 | 967 | 20836 | 4133 | 24969 |
| | # contacts generated per Index Complete | 2.5 | 2.7 | 3.0 | 3.2 | 3.1 | 3.2 | 3.2 | 2.9 | 3.2 | 3.1 | 3.1 | 3.1 |
| | # contacts complete | 155 | 140 | 1480 | 1702 | 3799 | 4468 | 3275 | 3818 | 758 | 16119 | 3447 | 19565 |
| | % contacts complete | 82.4% | 85.9% | 81.2% | 85.0% | 85.6% | 84.7% | 75.6% | 65.6% | 78.4% | 77.4% | 83.4% | 78.4% |
| | # contacts unreachable (Max Attempts + missing phone numbers) | 24 | 10 | 249 | 255 | 489 | 769 | 729 | 1209 | 16 | 3267 | 534 | 3802 |
| | % contacts unreachable (Max Attempts + missing phone numbers) | 12.8% | 6.1% | 13.7% | 12.7% | 11.0% | 14.6% | 16.8% | 20.8% | 1.7% | 15.7% | 12.9% | 15.2% |
| | # contact attempted (all completions + at least 1 attempt) | 184 | 150 | 1728 | 1959 | 4239 | 5165 | 3886 | 4718 | 800 | 18809 | 3987 | 22796 |
| | Average Time from Contact Generated to Contact Reached | 0:00:25:10 | 0:00:43:15 | 0:01:16:21 | 0:01:18:09 | 0:01:16:23 | 0:02:50:11 | 0:09:51:01 | 1:11:51:36 | 0:17:12:39 | 0:11:46:13 | 0:01:04:56 | 0:07:46:33 |
| | Average Contact Handle Time | 0:00:03:59 | 0:00:04:31 | 0:00:03:35 | 0:00:03:30 | 0:00:03:05 | 0:00:04:44 | 0:00:12:14 | 0:00:15:10 | 0:00:09:53 | 0:00:08:47 | 0:00:03:45 | 0:00:06:54 |
| | % contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator) | 82.45% | 86.42% | 81.13% | 84.87% | 85.27% | 84.21% | 74.83% | 55.43% | 74.18% | 75.40% | 84.66% | 82.89% |
| | % contacts attempted calls within 24 hours of receipt (all completions + at least one attempt) | 97.9% | 92.6% | 94.1% | 96.6% | 94.8% | 96.1% | 90.5% | 69.9% | 86.8% | 88.5% | 97.1% | 84.7% |
| | Average Time from receipt of initial case name to full completion of all related contacts | 0:01:40:02 | 0:02:19:34 | 0:04:28:43 | 0:03:41:58 | 0:03:56:41 | 0:06:51:05 | 0:17:41:43 | 2:07:01:49 | 1:11:53:23 | 1:14:12:07 | 0:03:32:23 | 0:21:39:06 |

Note: UAMS CPH was closed due to inclement weather from 2/15/2021 through 2/19/2021
Note: UAMS CPH resumed contact tracing on 1/19/2021. January data is for the period 1/19/2021 through 1/31/2021